

Congratulations, you have been assigned an AZNet II VPN account. Follow the steps below to activate your account, request a soft token (installed on an electronic device), activate the token, and begin using your new VPN account.

### Step 1

**You will receive an email from AZNet VPN Service with your User ID, password and link to set up your RSA account.**

From: AZNet VPN Services <[AZNetVPN@centurylink.com](mailto:AZNetVPN@centurylink.com)>  
Date: Wed, 29 Apr 2015 19:34:48 +0000  
To: VPN User  
Subject: AZNet II VPN Account Information

Your AZNet II VPN Account profile has been established and you will need to activate it. Please make every effort to complete your activation and test out your new account as soon as possible.

Go to the link listed below to complete your registration and request your token. Some agencies may only be allowed to use the hard token device (FOB). Please verify with your agency coordinator if you are not sure if you should be requesting a hard or soft token.

**Your username:** XXmyname

**Your temporary password:** H8yqa17\$ (you will be prompted at the first login to change your password to something you have selected)

**Online Account Registration** <https://reset.aznet.gov>

If you believe you have received this in error, please contact the ADOA Service Desk at 602-364-4444, Option 1 or [AZNETSUPPORTDESK@AZDOA.GOV](mailto:AZNETSUPPORTDESK@AZDOA.GOV) and they can identify your agency coordinator.

### Step 2

Next you will need to activate your new VPN account.

Click on the link in the email.

<https://reset.aznet.gov>

Enter the User ID that you were provided and click "OK."

**RSA** Self-Service Console

Home

Welcome to the AZNet Self Service Console

**Log On**

Log on with your corporate credentials to request new tokens and manage existing tokens.

User ID  **OK**

Forgot your user ID? Contact your administrator.

**Support**

[Troubleshoot SecurID token](#)

Do you need to enable a new token?  
[Enable your token](#)

Please enter Remedy ticket # as the reason for the token

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Enter the temporary password you were provided with in the email and click “Log On.”

**RSA** Secure Logon

**Log On**

Logon is required. If you have forgotten your logon information, contact your help desk or administrator.

User ID: azcroberts

Password:

Please enter Remedy ticket # as the reason for the token

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### **Step 3**

You will be prompted to change your password.


Enter the temporary password on the “Current Password” line.


Choose a new password, and enter it on the “New Password” line.

**NOTE: Password must contain at least: 1 alphabetic and 1 special characters.**

**Check the 'What is a valid password' hint for more details on the password requirements**

Re-enter your new password on the “Confirm New Password” line and click “OK.”


**Secure Logon**


**Change Password**

Your password has expired. You are required to create a new password.


**Change Password**


Current Password:   
New Password:  [What is a valid password?](#)  
Confirm New Password:

Please enter Remedy ticket # as the reason for the token  
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### Step 4

The next page will provide you with 2 options, either set up your security questions, or set up your token. Set up your Security Questions first.


**Self-Service Console**
Logged on as: [User Name]


**My Account**

This page allows you to view your user profile and manage your authenticators. Certain edits to your account require administrator approval. You can also use this page to request authenticators and user group membership, and [view your request history](#).


**Notes**  
You have not answered security questions that are used for emergency authentication. To answer them, click **set up** in the My Authenticators section.

**My Authenticators**

**Tokens** - [request a new token](#) | [view SecurID token demo](#)  
You do not currently have any tokens.

**On-Demand Authentication**

**Security Questions** - [set up](#)  
Not configured  
Please set up your security questions and answers

**My Profile**

**Personal Information**  
First Name:  
Middle Name:  
Last Name:  
User ID:  
E-mail:  
Certificate DN:  
Account Creation Date: Mar 10, 2015 10:02:17 AM MST  
Mobile Number:  
Group:

Please enter Remedy ticket # as the reason for the token  
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The screenshot shows the 'Set up' page of the RSA Self-Service Console. At the top, the RSA logo and 'Self-Service Console' are displayed. Below the header, a user icon and the text 'Set up' are visible. A message states: 'Select and answer 5 security questions in the language that you choose. If you have trouble logging on, you can answer these questions to authenticate. Answers are stored securely and can be used to log on if you forget your password.' Below this message are 'Cancel' and 'Submit Your Request' buttons. A red asterisk indicates a required field. The 'Security Questions' section includes a 'Language:' dropdown set to 'English (United States)'. Five numbered questions are listed, each with a dropdown menu and a text input field: 1: Last name of your primary teacher in the sixth grade/year; 2: Maternal grandmother's first name; 3: Paternal grandmother's first name; 4: Mother's middle name; 5: Father's middle name. At the bottom of the form are 'Cancel' and 'Submit Your Request' buttons. In the bottom right corner, a footer reads: 'Please enter Remedy ticket # as [redacted] Copyright ©1994 - 2014 EMC Corp'.

**RSA Self-Service Console**

**Set up**

Select and answer 5 security questions in the language that you choose. If you have trouble logging on, you can answer these questions to authenticate. Answers are stored securely and can be used to log on if you forget your password.

[Cancel](#) [Submit Your Request](#)

\* Required Field

**Security Questions**

Language: English (United States) ▼

1: \* Last name of your primary teacher in the sixth grade/year ▼

2: \* Maternal grandmother's first name ▼

3: \* Paternal grandmother's first name ▼

4: \* Mother's middle name ▼

5: \* Father's middle name ▼

[Cancel](#) [Submit Your Request](#)

Please enter Remedy ticket # as [redacted]  
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Once you have set up your Security Questions click on either of the “Submit Your Request” buttons.

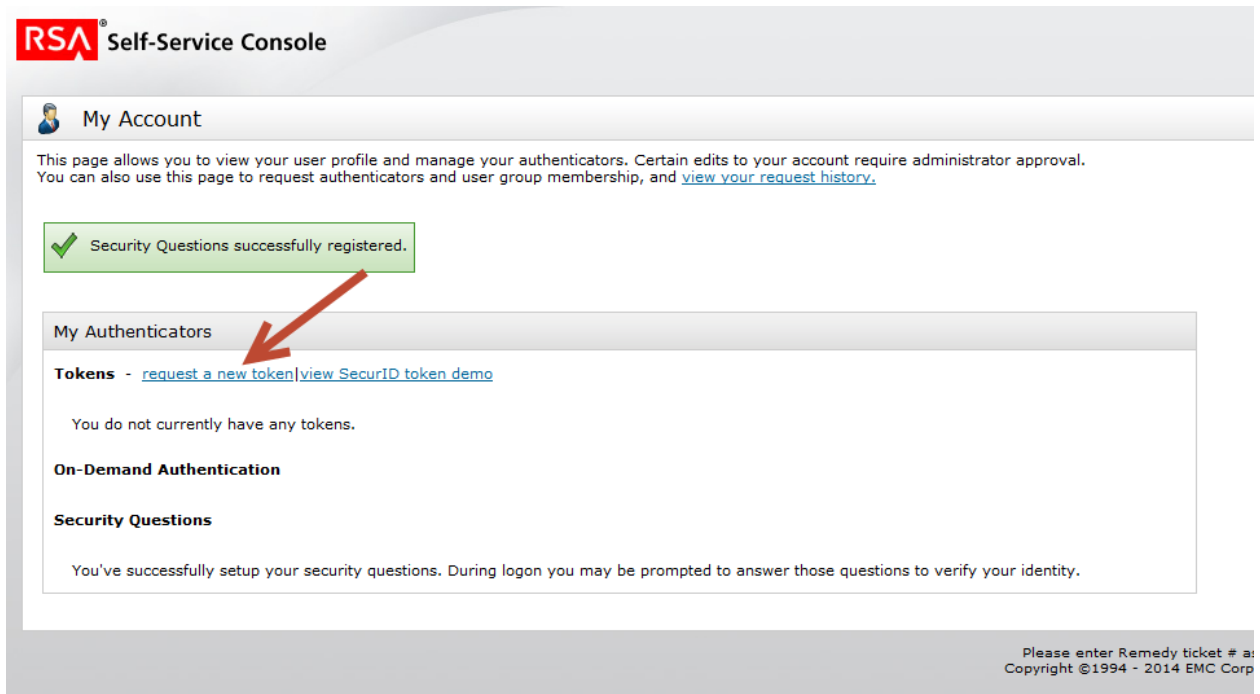
The system will confirm you have set up your Security Questions.

### Step 5

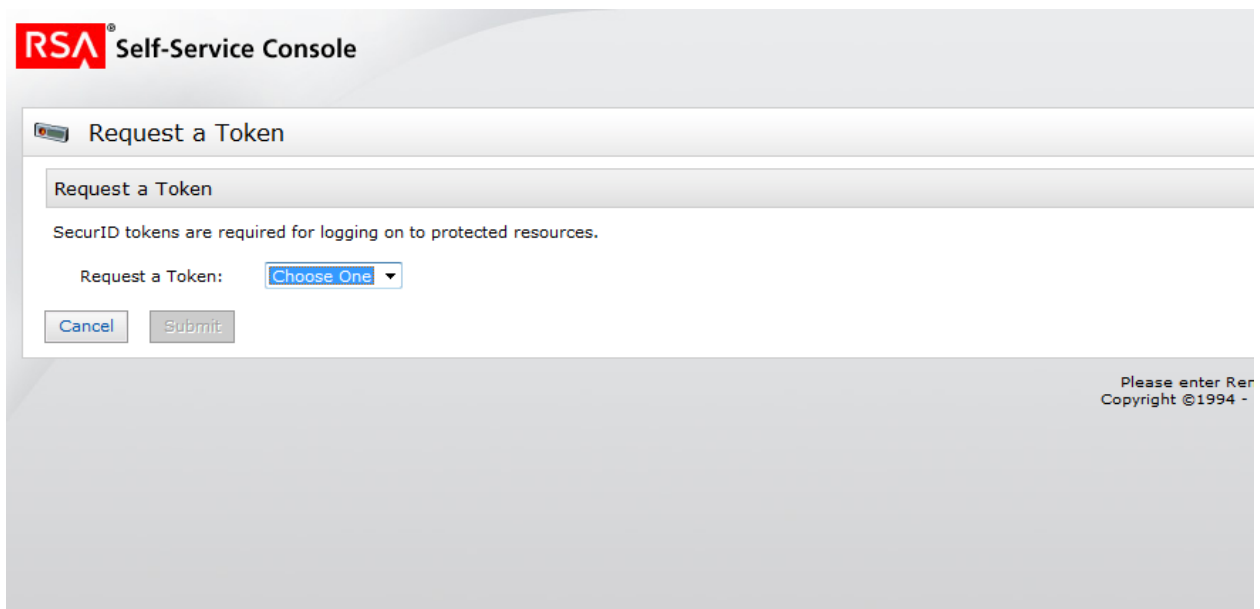
There are two links, one says “request a new token” the other says “view SecurID token demo”.

You may go ahead and view the demo, but for the purposes of these instructions, we will go directly to the “request a new token” link.

Click “Request a new Token.”



From the drop down menu select “Software.”



Select the type of soft token for your device type. You can only select one token type. This is the device where you will receive your token, not necessarily the device that you will use to access the VPN. You will need this device every time you access the VPN.

**RSA** Self-Service Console

**Request a Token**

**Request a Token**

SecurID tokens are required for logging on to protected resources.

Request a Token: Software

**Select a Token**

☐ Macintosh OS X  
RSA SecurID(R) Software Token 4.x for Mac OS X(R)







☒ Android Phone  
RSA SecurID(R) Software Token 1.x for Android(TM)

☐ iPhone  
RSA SecurID(R) Software Token 1.3 for Apple(R) iPhone(R) and iPad(R)

☐ Windows Phone  
RSA SecurID(R) Software Token 1.x for Windows Phone(TM)

☐ Desktop-Win7/8  
RSA SecurID(R) Software Token 4.x for Windows(R)

☐ BlackBerry 10  
RSA SecurID(R) Software Token 1.x for BlackBerry 10(TM)



**Create Your PIN**

You must create a PIN for the new token. A PIN is combined with a tokencode to create a passcode used for authentication.

Create PIN: \*  Your PIN must be between 4 and 8 characters long. You cannot re-use any of your last 3 PINs.

Confirm PIN: \*

**Reason for Token Request**

Reason for Token Request:

Please explain why you are requesting this token. For example, to access a Virtual Private Network (VPN), or to replace a lost token.

Cancel Submit

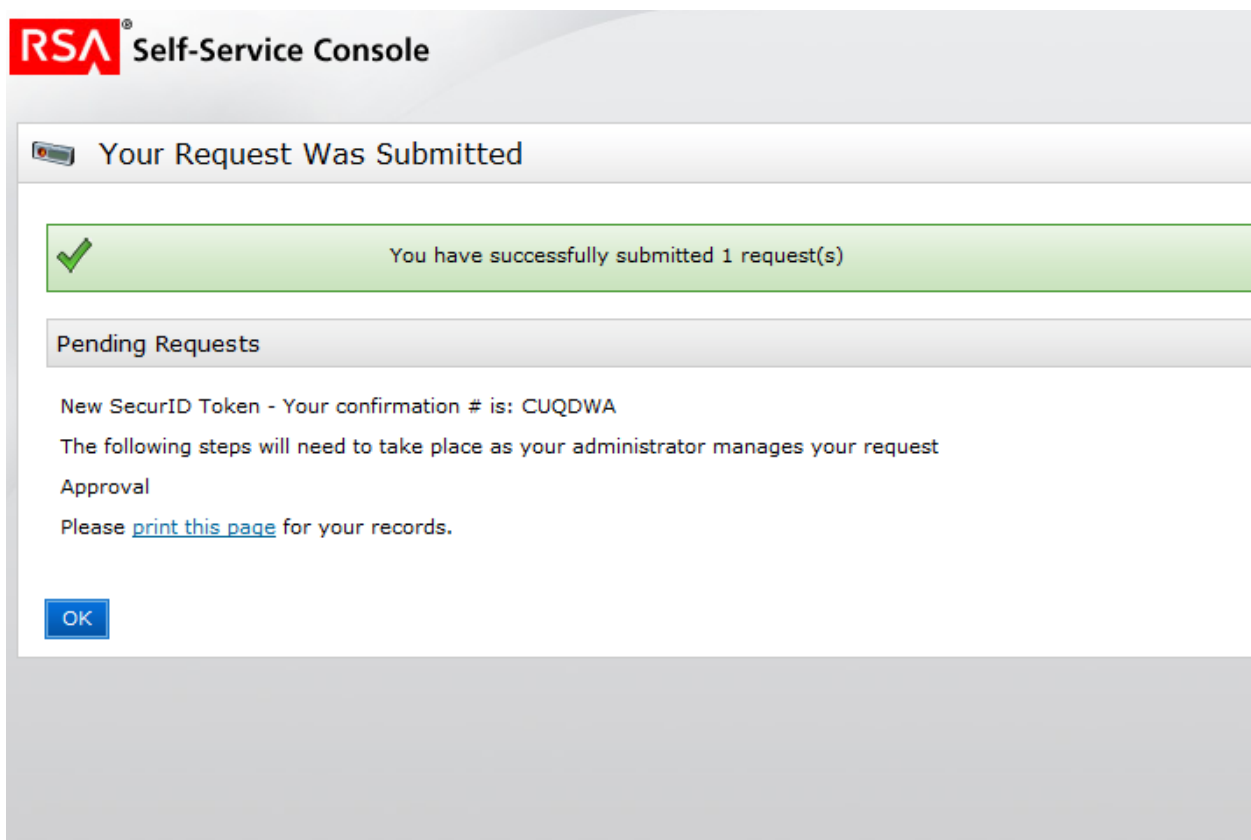
Enter a PIN. A PIN is 4-8 digits. It will be used every time you log into VPN. You will need to remember your PIN.

The “Reason for your Request” field is not a mandatory field, but if you know your Remedy Ticket number, this will expedite the token approval.

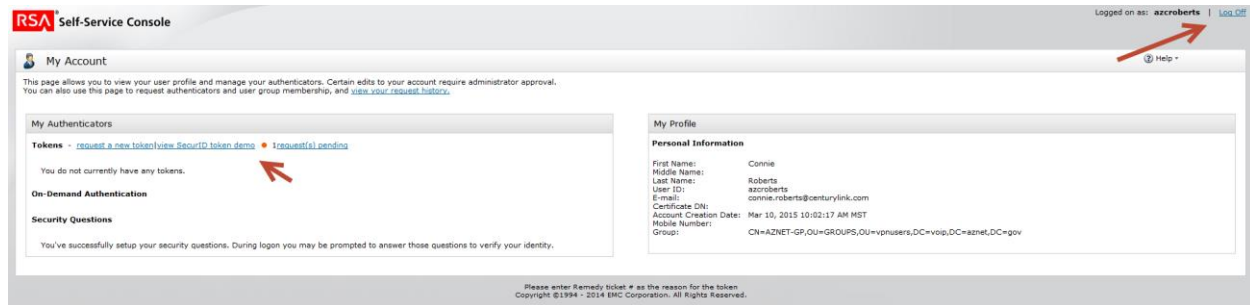
Click “Submit.”

You will receive the following message confirming your account request has been submitted and pending approval. There is no need to print this page; you will receive an email confirming your request.

Click “OK.”



The next page will have confirmation that your account is pending, you may click on the demo if you would like, or you can Log Off.



### Step 6

Check your email!! Within a few minutes, you will have received an email confirming your token request. There is nothing for you to act on at this point; this is just a confirmation that the request has been submitted.

**From:** [token@aznet.gov](mailto:token@aznet.gov) [<mailto:token@aznet.gov>]  
**Sent:** Tuesday, April 07, 2015 3:59 PM  
**To:** VPN USER  
**Subject:** New or additional Software Token request is submitted.

Your AZNet VPN New or additional Software Token request is submitted.

Request Details:

Requested by: Test2000 Authentication [t2000]

Confirmation #: POSGKK

Submit Date: 4/7/15 3:59:24 PM MST

If you did not initiate this request, please call 602-364-4444 or email

[AZNETSUPPORTDESK@AZDOA.gov](mailto:AZNETSUPPORTDESK@AZDOA.gov) and they can assist you.

### Step 7

You will receive another email once your request has been approved. It will contain links and information you will need to finalize your account so you can begin using your token.

**HINT!** Forward this email to the device that you will be installing the token on and you will be able to import your token by clicking the links!

**From:** [token@aznet.gov](mailto:token@aznet.gov) [<mailto:token@aznet.gov>]  
**Sent:** Tuesday, April 07, 2015 4:14 PM  
**To:** VPN USER  
**Subject:** New or additional Software Token request is approved



Test2000, your AZNet VPN software token request has been approved. Follow the steps below to import your software token. Please view this e-mail on the device where you are importing the token.

**Instructions**

1. Install the RSA SecurID token application (if not already installed).

<https://play.google.com/store/apps/details?id=com.rsa.securidapp>

2. Use this link to import your token:

[Click on the link provided in the email.](#)

Activation Code: 002014225474

Activation Code Expires On: 4/14/15 4:14:11 PM MST

**Additional Information**

Serial Number:

000150253882

Self-Service Console Link:

<https://reset.aznet.gov/console-selfservice>

**Request Details**

This request was initiated by: Test2000 Authentication [t2000]

Confirmation #: 9PYQDM

Approval Date: 4/7/15 4:14:11 PM MST

Token Type: Android 1.x

Please delete this email after successfully importing your token.

If you did not initiate this request, please call 602-364-4444 or email

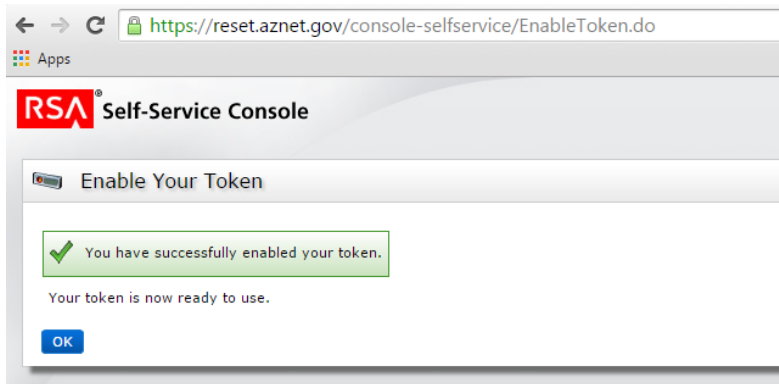
[AZNETSUPPORTDESK@AZDOA.gov](mailto:AZNETSUPPORTDESK@AZDOA.gov) and they can assist you.

**Step 8**

If you have not already installed the application on your device, the first link listed in your email will direct you to a site where you can download the token application for your specific computer or other mobile device.

Click the 2<sup>nd</sup> link to import your token. You will need to log in to the website using your User ID and password as outlined in Steps 2 and 3.

You have now successfully enabled your token. Click “OK.”



Once you have imported your token to your device, you are ready to access the State’s AZNet II VPN! For detailed instructions, see the AZNet Remote User Access Guide available at <https://aset.az.gov/aznet-ii-arizona-network> under the Resource Tab.